

**RFP-9-62**  
**Questions and Answers**

**Q1:** RE: Section 1.4 (B): Under the fifth bullet on page 5, it indicates that at the end of each month, the vendor will transmit a composite list of the total number of students who registered/completed the course. We ask for clarification if this is a detailed report including student detail or a summary report providing just the training totals. And, if it should be a summary report, should this information be broken down by days of the month?

**A1:** **The report submitted at the end of each month will be a summary report. This report will include end of month totals, broken down by day. The monthly report will be used by the BMV to create the invoice sent to the vendor.**

**Q2:** RE: Section 1.7: This RFP requires that a complete copy of the proposal be provided on CD-ROM. Is it required that any Appendixes (including the teaching materials) that are submitted with the proposal also be included on the CD-ROM?

**A2:** **Yes.**

**Q3:** RE: Section 2.3.4 (B): In parentheses, the RFP notes that the “respondent must submit a detailed account of the locations and descriptions of the facilities and resources regarding the production, and the facilitation process of administering the program.” We ask for clarification of exactly what is being asked for in this section.

**A3:** **The addresses and brief description of the location(s) where the program is being administered (including call center facilities) are to be submitted. The respondent should also include descriptions of potential classroom locations.**

**Q4:** RE: Section 2.3.9: This section requires the vendor to provide a statement noting their subcontractor(s) does not have any outstanding tax liability due to the State. What supporting documentation should be provided with this statement?

**A4:** **Any of the following will be acceptable:**

- **A statement from the respondent stating the subcontractor does not have any outstanding tax liability due to the State; or**
- **A statement from the subcontractor stating they do not have any outstanding tax liability due to the State; or**
- **A statement from the Indiana Department of Revenue stating that the subcontractor does not have any outstanding tax liability due to the State.**

- Q5:** RE: Section 2.4.1: Are the curriculum content points required to be taught in the order presented in the RFP or is that order required only for the Instructor's Manual Overview required in Section 2.4.9?
- A5:** **Curriculum topics do not have to be taught in the order presented in Section 2.4.1. However, if the topics are taught in a different order, the respondent should provide a guide as to where in the course each of these topics will be covered. This guide must list the topics in the order presented in Section 2.4.1, and must tell us what page, and paragraph or section on the page the topic will be covered.**
- Q6:** RE: Section 2.4.2(A): In parentheses, the RFP notes that the curriculum is to include section quizzes which require the student to have a minimum grade to proceed to the next section. Our questions regarding this are as follows:
- a. While the session quizzes function well in an internet-based environment, we do not fully understand how this is to be administered in a classroom environment. In a classroom environment, which contains multiple students, it will be difficult to administer the requirement that each single student achieve a minimum grade to proceed to the next section. We ask for the BMV's clarification on how they see this functioning in the classroom.
  - b. Is it the intent of the BMV to reduce course content time in the classroom programs to allow for these section quizzes?
  - c. If session quizzes are required in the classroom environment, should the student who fails a section quiz be ejected from class?
- A6:** **Quizzes will not be required for the Classroom format. A final examination will be required. If the respondent wishes to include quizzes, that should be included in their response. All requirements regarding passage of the exam still apply. Classroom time can include the time allotted for the students to take the final examination. The final examination should be graded during break time or during other times when it does not impact classroom instruction. Students who are unable to successfully complete the final examination will not be given credit for the course. If the respondent will include quizzes in their program, it would be up to the respondent to determine how many quizzes and questions they would include. Classroom time can include the time allotted for the students to take the quizzes. The quizzes should be graded during break time or during other times when it does not impact classroom instruction. It is up to the respondent to outline how they will handle the failure of a quiz. The respondent may allow the student to remain for the class, and offer a second opportunity to complete a failed quiz after the conclusion of the class.**
- Q7:** RE: Section 2.4.2(A): In the last paragraph, it requires the applicant to allow the BMV to view the presentation of the actual curriculum in the real setting. With a new provider who does not have previous approval or for a current provider who

is submitting a new curriculum under this RFP, that course may not be currently taught in Indiana. Further, it is difficult to get real students to participate in a course that is not going to provide them with any benefits. Will the BMV provide those students attending the curriculum presentation to receive the benefits of the DSP? Or, is it the intent of the BMV to have the applicant put on a class at BMV facilities with BMV staff serving as the students?

**A7: The respondent should be prepared to conduct their proposed DSP program if requested by the BMV. The program would be conducted at the BMV with BMV personnel serving as students.**

**Q8:** RE: Section 2.4.5: Item 1 under this section requires the vendor to notify each DSP student of their completion status or failure status within three (3) days. Section 2.8(d) requires the vendor to explain its procedures for handling a DSP student who fails, including describing how we inform the student of this status. We are uncertain how to read these sections together.

**A8: Vendor must notify each DSP student of their completion status or failure within three (3) days. The respondent must include in their proposal how they will notify the student (i.e.: in person at time of class, by mail, or other form of communication). The respondent should indicate if there will be any additional/different procedures regarding students who fail the course.**

**Q9:** RE: Section 2.4.9: We ask for clarification on the Overview binder that is required as follows:

- a. It appears that this document will serve as a cross-reference verifying where in the respondent's curriculum each topic is discussed. We wish to verify that this is correct.
- b. Also, we wish to clarify that this binder should include 42 separate dividers – one for each of the four bulleted items and one for each of the 38 topic items.

**A9: a. The instructor manual must be in the order outlined in Section 2.4.9. The instructor manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline.**

**b. 4 tabs are required in the instructor manual:**

- **Course Description**
- **Instructor DSP presentation procedures**
- **Course timeline**
- **Course topics: The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed in Section 2.4.9 with the page number and paragraph reference that the topic**

**will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.**

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q10:** RE: Section 2.8(f): This section holds the vendor accountable for submitting incorrect driver's identification information but it does not clarify how the vendor will be held accountable or what steps would be taken by the BMV. We ask for clarification on this. Also, we ask if the BMV uses any edit checks to verify the correct driver's license number is accurate and if so, whether that schematic could be provided to vendors to incorporate into the registration system.

**A10: It is up to the vendor to collect accurate information from the driver. If the BMV cannot determine a match with the information provided by the vendor to our records, no credit will be recorded for the customer. If the driver contacts the vendor because no credit was applied, it is up to the vendor to collect the correct information and resubmit the completion information. No specific information/schematic can be provided to vendors due to the Driver Privacy Protection Act. The BMV will institute sanctions for any vendor who does not comply with the provisions of the RFP and the resulting contract. The sanctions may include but not be limited to monetary penalties of \$25, \$50, \$75 and up to \$100 for each non-compliance occurrence regardless of the category type (Section 1.4 of RFP 9-62).**

**Q11:** RE: Section 2.8(h): For the review of the respondent's previous performance, does the BMV wish this review to be prepared by the respondent or are they looking for reviews from the reference sources?

**A11: The respondent should create the review of previous performance. If the respondent wishes to provide letters from reference sources in addition to the review, that will be acceptable.**

**Q12:** RE: Section 2.8(k): This section requires the respondent to create an objective system (using computer technology) which will allow the BMV to retrieve random copies of the student evaluation forms without the vendor's knowledge. We ask for clarification on how the BMV envisions this working within a classroom environment. All evaluations for a classroom program would be conducted in the classroom where computer technology is not accessible to the student.

**A12: Regardless of how evaluations are obtained by the vendor, the vendor must provide access to the BMV to retrieve random copies of the evaluation forms using computer technology.**